



Angel of the Month: Renette Glaure

Visiting Angels Newton/Canton is happy to name Renette Glaure as our first Angel of the Month for 2021. Renette encompasses our Angels' greatest attributes with her professionalism, compassion, sincerity, and caring nature. Renette joined our team in June 2019, and within the first few weeks, she stepped up to take on open shifts with various clients, showing her willingness to jump right in and assist with cases.

Renette began her career back in Haiti as a daycare provider. She worked with children for several years before she and her family relocated to the United States. Before becoming a professional caregiver, Renette worked in housekeeping in the hotel industry. Her exceptional work ethic and shiny disposition earned her an Outstanding Employee Award, which included an all-expense-paid trip to Washington, D.C. for her and her family to enjoy. Known for her caring disposition and caregiving skills, Renette was encouraged to explore employment options where she could put those skills to greater use. Renette obtained her CNA certification in 2010, thus beginning a meaningful and successful career in elder care.

Renette's best friend, another valued member of our Visiting Angels team, suggested she apply to Visiting Angels Newton/Canton. Case Managers Elizabeth Quagraine and Katherine Jennings interviewed Renette and noted her solid judgment, kind character, and warm personality. Renette expressed a great deal of gratitude for the office staff, noting her appreciation for Katherine and Elizabeth and Case Manager Naté Paige.

"The office staff really respects the caregivers and care about how we are doing," Renette said. "They always look for the right clients for me and are very kind and thoughtful," she shared. Renette credits her joyous and happy personality for her success as a caregiver. "I have a song in my heart as I care for a client – no matter the task," she said. "I have so much love for all of the people and their families that I've cared for."

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One such client who benefitted from Renette's loving care was Barbara, who has since passed. "Barbara couldn't remember my name," she said. "She would call me by the name of a previous caregiver but would remember a song I would sing to her or an activity we did together on a previous day. She loved my singing. I hold such high regard for her and her family; we developed a powerful bond during our time together."

Katherine Jennings talked about what makes Renette such a great caregiver. "She has such an upbeat personality and outgoing spirit. I was delighted to engage with Renette when I interviewed her. She exhibits enthusiasm in her work and the ability to share that joy with our clients."

Renette worked tirelessly for us, traveling from Natick to Boston and back, covering shift after shift. These experiences taught her to adapt quickly to our clients' varying circumstances and needs before being placed on long-term schedules with specific clients. She managed this feat without complaint, even in the winter months during challenging New England weather conditions.

Her positive and professional attitude came through with a client who displayed frequent agitation and was verbally abusive. Although this client was unpleasant towards her, Renette persisted and continued to provide stellar care for him.

"I have so much respect for Renette's ability to separate her work from the client even under extreme circumstances," Katherine said. "She shows a level of expertise that is admirable in any situation, regardless of the conditions."

"I believe Renette exemplifies the reliability, flexibility, and compassion we celebrate and look for in all of our caregivers. I am quite pleased to have her as our Angel of the Month for January 2021. I hope that she will remain with us for a very long time to come!"

When asked what advice she would offer to other caregivers, Renette said, "Keep doing the best you can for your clients. Be patient with them. Think about your own loved ones and how you would want them to be treated and cared for and apply those expectations to your clients. Money is very important, but remember the attention and work come first. If you love what you do and how you contribute to their happiness, you will do well."

Renette has four sons and an incredibly loving and supportive husband. Two of her sons are in grade school, and her oldest sons are in college. Her eldest will be graduating this year. She and her husband are a dedicated team, balancing work, supporting their sons through remote learning, cooking meals, and doing household chores. Renette loves to sing while cooking and cleaning and finds pleasure in everyday tasks. She enjoys spending time with her parents, siblings, and immediate family.

It is a great honor to award Renette Glaure Angel of the Month for January 2021. She personifies the compassion, dedication, enthusiasm, and joy we hope for in the new year. Renette, we are thankful to have you as an outstanding Visiting Angels Newton/Canton team member.